

Claims

1. A method of providing a session for ordering a telecommunication service, the method comprising the steps of:
 - 5 receiving a telecommunication call for ordering the telecommunication service;
 - communicating a prerecorded terms and conditions message for the telecommunication service to an individual ordering the telecommunication service, the prerecorded terms and conditions
 - 10 message communicated to the individual during the telecommunication call; and
 - receiving a reply message to the terms and conditions message from the individual, the reply message received during the telecommunication call.
- 15 2. The method of claim 1 wherein the reply message is indicative of acceptance of the terms and conditions.
3. The method of claim 2 wherein the reply message includes a
 - 20 dialed message.
4. The method of claim 2 wherein the reply message includes a spoken message.
- 25 5. The method of claim 2 further comprising the step of creating a record of the session in a database.
6. The method of claim 5 wherein the record includes subscriber identification information, service identification information, a
 - 30 time and a date at which the telecommunication service is ordered, and calling party identification for the telecommunication call.

7. The method of claim 5 wherein the record includes a recorded audio representation of at least a portion of the telecommunication call.

5 8. The method of claim 2 further comprising the step of communicating a written confirmation of the terms and conditions to the individual.

10 9. The method of claim 8 wherein the written confirmation is communicated by at least one of mail, a delivery service, or fax.

10. The method of claim 1 wherein the reply message is indicative of non-acceptance of the terms and conditions.

15 11. The method of claim 10 further comprising the step of sending the telecommunication call to a terminating announcement upon receiving the reply message.

20 12. The method of claim 1 further comprising the step of replaying the terms and conditions message based upon the reply message.

25 13. The method of claim 1 further comprising the step of transferring the telecommunication call to an operator based upon the reply message.

14. The method of claim 1 wherein the terms and conditions message includes a verbal message.

30 15. The method of claim 1 wherein the telecommunication service includes a telephone service.

16. The method of claim 1 wherein the telecommunication call includes a voice call.

17. A method of providing a session for ordering a telephone service, the method comprising the steps of:

receiving a telephone call for ordering the telephone service, wherein the telephone call is a voice call;

5 communicating a prerecorded terms and conditions message for the telephone service to an individual ordering the telecommunication service, the prerecorded terms and conditions message communicated to the individual during the telephone call, the prerecorded terms and conditions message including a verbal message;

10 receiving a reply message to the terms and conditions message from the individual, the reply message received during the telephone call, the reply message indicating an acceptance by the individual of the terms and conditions;

15 creating a record in a database to document the acceptance of the terms and conditions; and

communicating a written confirmation of the terms and conditions to the individual.

18. A system for providing a session for ordering a telecommunication service, the system comprising:

a telephone network element to receive a telecommunication call for ordering the telecommunication service;

5 a storage medium having a prerecorded terms and conditions message for the telecommunication service;

a transmitter associated with the telephone network element and the storage medium to communicate the prerecorded terms and conditions message during the telecommunication call; and

10 a receiver associated with the telephone network element to receive a reply message to the terms and conditions message during the telecommunication call.

19. The system of claim 18 wherein the reply message is
15 indicative of acceptance of the terms and conditions.

20. The system of claim 19 wherein the reply message includes a dialed message.

21. The system of claim 19 wherein the reply message includes a spoken message.

22. The system of claim 19 further comprising:
a processor in communication with the receiver; and
25 a database in communication with the processor;
wherein the processor creates a record of the session in the database.

23. The system of claim 22 wherein the record includes subscriber identification information, service identification information, a time and a date at which the telecommunication service is ordered, and calling party identification for the telecommunication call.

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24. The system of claim 22 wherein the record includes a recorded audio representation of at least a portion of the call.

10 25. The system of claim 19 further comprising at least one of a printer and a facsimile machine to generate a written confirmation of the terms and conditions.

26. The system of claim 18 wherein the reply message is indicative of non-acceptance of the terms and conditions.

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27. The system of claim 26 wherein the telephone network element sends the telecommunication call to a terminating announcement upon receiving the reply message.

20 28. The system of claim 18 wherein the transmitter replays the terms and conditions message based upon the reply message.

25 29. The system of claim 18 wherein the telephone network element transfers the telecommunication call to an operator based upon the reply message.

30 30. The system of claim 18 wherein the terms and conditions message includes a verbal message.

31. The system of claim 18 wherein the telecommunication service includes a telephone service.

32. The system of claim 18 wherein the telecommunication call includes a voice call.

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33. An article of manufacture, the article of manufacture comprising:

- a computer-readable storage medium; and
- computer-readable data stored by the computer-readable storage
- 5 medium, the computer-readable data operative to direct a system for ordering a telecommunication service to perform steps of:
 - receiving a telecommunication call for ordering the telecommunication service;
 - communicating a prerecorded terms and conditions message for
 - 10 the telecommunication service to an individual ordering the telecommunication service, the prerecorded terms and conditions message communicated to the individual during the telecommunication call; and
 - 15 receiving a reply message to the terms and conditions message from the individual, the reply message received during the telecommunication call.